

### REMARKS

In response to the Office Action mailed January 28, 2010, Applicant respectfully requests reconsideration. To further the prosecution of this application, amendments have been made in the claims, and each of the rejections set forth in the Office Action has been carefully considered and is addressed below. The claims as presented are believed to be in condition for allowance.

Claims 1-13, 15-20, 36 and 42-49 were previously pending in this application. Claims 1, 17 and 36 are amended herein. Claim 2 is cancelled. No claims are added. As a result, claims 1, 3-13, 15-20, 36 and 42-49 are pending for examination, with claims 1, 17 and 36 being independent. No new matter has been added.

#### Claims Rejections under 35 U.S.C. § 103

Each of independent claims 1, 17 and 36 is rejected under 35 U.S.C. § 103(a) as purportedly being obvious over U.S. Patent No. 6,442,714 to Griffin et al. ("Griffin") in view of U.S. Patent No. 5,671,351 to Wild et al. ("Wild") and U.S. Patent Publication No. 2003/00257332 to Prichard ("Prichard"). Without acceding to the propriety of the asserted combination, each of independent claims 1, 17 and 36 is amended herein, and patentably distinguishes over any combination of the asserted references.

#### A. Rejection of Claim 1

Claim 1 recites a system for reporting information regarding the use of one or more software products from one or more client devices to at least one server. The system comprises, *inter alia*, a problem-reporting client configured to construct a report user interface without requiring an initial connection to at least one server. The problem-reporting client is configured to, in response to a user of a particular client device entering information on a topic relating to a problem encountered during execution of this software product to the report user interface, load an additional report user interface definition file for collecting additional information on the topic, and to dynamically reconfigure the report user interface to collect the additional information on the topic based on the

additional report user interface definition file without communicating with the at least one server while reconfiguring.

Amended claim 1 patentably distinguishes over any combination of the asserted references, as Griffin, Wild and Prichard all fail to disclose or suggest a problem-reporting client configured to, in response to a user of a particular client device entering information on a topic relating to a problem encountered during execution of a software product to a report user interface, load an additional report user interface definition file for collecting additional information on the topic and dynamically reconfigure the report user interface to collect the additional information on the topic based on the additional report user interface definition file without communicating with at least one server while reconfiguring.

The Office Action contends that Prichard satisfies the limitations of former claim 1 directed to loading an additional report user interface definition file in response to a user entering information on a topic relating to a software product. Even if this contention were supported by the reference (which Applicant does not concede), Prichard says nothing regarding loading an additional report user interface definition file in response to a user entering information on a topic relating to a problem encountered during execution of a software product, as amended claim 1 recites.

Prichard discloses a system that allows a user to create customized screen layouts by editing user interface definition files (§§[0016]–[0019]). In the passage of Prichard cited by the Office Action (i.e., §§[0032]–[0033]) Prichard discloses a user interface that includes a left-hand pane portion with links for navigation, and a right-hand pane portion allowing a user to edit information presented in response to a user clicking a navigation link (§§[0032]–[0033]). When a user of the Prichard system makes a selection in the left-hand pane (i.e., clicks on one of the navigation links “System,” “About,” “Imaging,” or “Application” shown in the interface of FIG. 8), the dynamic HTML in which the UI is written invokes a script that recreates the display of information in the right-hand pane (§§[0033]). Prichard says nothing at all regarding a user entering information on a topic relating to a problem encountered during execution of a software product, and so Prichard

necessarily says nothing regarding loading an additional report user interface definition file in response to the user doing so, as amended claim 1 requires.

As the Office Action concedes, neither Griffin nor Wild discloses or suggests loading an additional report user interface definition file in response to a user of a client device entering information on a topic relating to a software product to a report user interface. As such, these references necessarily fail to disclose or suggest loading an additional report user interface definition file in response to a user entering information on a topic relating to a problem encountered during execution of the software product, as required by amended claim 1.

For each of the foregoing reasons, the rejection of claim 1 under 35 U.S.C. § 103(a) as purportedly being obvious over Griffin in view of Wild, and further in view of Prichard is improper and should be withdrawn.

Claims 3-13 and 42-49 depend from claim 1 and are allowable for at least the same reasons.

**B. Claims 17 And 36**

Each of claims 17 and 36 includes limitations directed to obtaining information regarding use of a software product. Information is obtained that is reported by a user of the software product from a client device by way of a problem-reporting client and one or more report user interface definition files. The problem-reporting client is configured to, in response to a user of a particular client device entering information on a topic relating to a problem encountered during execution of a software product to a report user interface, load an additional report user interface definition file for collecting additional information on the topic, and to dynamically reconfigure the report user interface to collect the additional information on the topic based on the additional report user interface definition file without communicating with a server.

It should be appreciated from the discussion above relating to claim 1 that none of the asserted references discloses or suggests a problem-reporting client configured to, in response to a user of a particular client device entering information on a topic relating to a problem encountered during execution of a software product to a report user interface, load an additional report user

interface definition file, and to dynamically reconfigure the report user interface to collect the additional information on the topic, as recited by each of claims 17 and 36.

Accordingly, each of claims 17 and 36 patentably distinguishes over any combination of the asserted references, such that the rejections of these claims, and of the claims that depend respectively therefrom, under 35 U.S.C. § 103(a) as purportedly being obvious over Griffin in view of Wild and Prichard should be withdrawn.

**CONCLUSION**

A Notice of Allowance is respectfully requested. The Examiner is requested to call the undersigned at the telephone number listed below if this communication does not place the case in condition for allowance.

If this response is not considered timely filed and if a request for an extension of time is otherwise absent, Applicant hereby requests any necessary extension of time. If there is a fee occasioned by this response, including an extension fee, the Director is hereby authorized to charge any deficiency or credit any overpayment in the fees filed, asserted to be filed or which should have been filed herewith to our Deposit Account No. 23/2825, under Docket No. M1103.70586US00.

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Respectfully submitted,

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